REMARKS

Claims 1-12, 14-20 and 22-31 are pending in this application. By this Amendment, claims 3, 12, 15, 16, 23, 24 and 29 are amended, and claims 13 and 21 are canceled without prejudice to or disclaimer of the subject matter recited therein. No new matter is added.

I.   §101 Rejection is Moot

The Office Action rejects claims 13 and 21 under 35 U.S.C. §101. The rejection of canceled claims 13 and 21 is moot. Withdrawal of the rejection is thus respectfully requested.

II.   The Claims Define Patentable Subject Matter

The Office Action rejects claims 1-31under 35 U.S.C. §102(e) over U.S. Patent No. 6,601,038 to Kolls. The rejection of canceled claims 13 and 21 is moot, and the rejection of claims 1-12, 14-20 and 22-31 is respectfully traversed.

The Office Action asserts that Kolls discloses a product maintenance method, product maintenance business system and a computer-readable computer program product as recited in the independent claims. However, Kolls does not relate to the maintenance, i.e., the repair, of a product, as recited in the independent claims.

A.   Claims 1-12

In particular, Kolls does not disclose a product maintenance method that includes "receiving information regarding a repair request for a product from a terminal of a user who uses the product via the Internet," as recited in independent claim 1, and as similarly recited in independent claims 3, 5, 8, 10 and 12 (emphasis added).

The Office Action alleges that Kolls discloses receiving information regarding a repair request for a product from a terminal the user uses the product via the Internet in col. 4, lines 40-42. However, Kolls does not disclose information regarding a repair request for a product from a terminal of the user as recited in the independent claims. The user input of Kolls is

merely used for authentication, and does not relate to a repair request for a product (Kolls at col. 4, lines 40-42).

Further, Kolls does not disclose "transmitting screen information with regard to repair condition set for repairing the product to the terminal of the user via the Internet," as recited in independent claim 1, and as similarly recited in independent claim 3. Although the Office Action asserts that Kolls discloses this feature in col. 22, lines 44-45, Kolls only discloses that an universal server can effectuate control of the system 500, request certain data to be transmitted, or conduct other types of data communication, as appropriate. Thus, Kolls does not disclose screen information with regard to repair condition set for repairing the product, as recited in the independent claims.

Regarding the rejection of claim 3, the Examiner asserts the same reasoning for rejecting claim 1. However, claim 3 recites additional features not recited in claim 1. In particular, claim 3 also recites "selecting a type of packing box corresponding to the product, the repair request for which has been received, based upon product information and the data stored in the database. " Kolls does not teach or suggest this feature.

Similarly, with regard to the rejection of independent claim 12, the Office Action asserts the same reasoning for rejecting 1 and 2. However, claim 12 also recites additional features not presently recited in claims 1 and 2. In particular, claim 12 also recites "when an inquiry on the repair progress status is made from the terminal of the user by indicating the repair order ID via the Internet, obtaining the repair progress status corresponding to the repair order ID from the storage device and transmitting information regarding the repair progress status thus obtained to the terminal of the user via the Internet." Kolls does not teach or suggest this feature.

Further, Kolls does not disclose "transmitting information regarding the product which enables the transport operator to select a packing box corresponding to the product the

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repair request for which has been received, and information instructing delivery of the selected packing box to the user, to a server of the transport operator via the Internet," as recited in independent claim 5. Although, the Office Action asserts that Kolls discloses this feature at col. 22, lines 43-45, Kolls only discloses the universal effectuating control of the system 500. That is, as shown in Fig. 9A, when the universal server effectuates control of the system, data can be transmitted or conduct other type data communication as appropriate, i.e., begin showing appropriated marketing data on the system of the display, and enable equipment to display and announce transaction processing "approved.". Nowhere does Kolls teach or suggest transmitting information regarding the product which enables a transporter to select a packing box corresponding to the product the repair request for which has been received and instructing delivery of the selected packing box to the user, as recited in independent claim 5.

B.   Claims 14-20 and 22-31

With regard to the rejection of independent claims 14-16, 20, 22-24 and 28, the Office Action relies on the reasoning asserted in claim 13. However, Office Action merely relies on the §101 rejection for rejecting claim 13 and does not refer to Kolls. Thus, Applicants respectfully submits that the rejection is deficient.

Even if the rejection was not deficient, Kolls does not teach or suggest the features recited in independent claims 14-16, 20, 22-24 and 28. In particular, Kolls does not disclose a system that includes a server of the product maintenance business operator as recited in independent claims 14-16, 20. Similarly, Kolls does not disclose a server of the product maintenance business administrator as recited in independent claims 22-24 and 28.

With regard to independent claims 17 and 25, the Office Action asserts that Kolls discloses a server that "executes" processing for transmitting a repair cost estimate for the product, the repair request for which has been issued by the product user, to the product user

in an electronic mail via the Internet, as recited in independent claim 17. However, as discussed above, Kolls does not relate to product maintenance i.e., repairing or estimating cost for repairing a product. On the contrary, Kolls merely relates to a system that accepts user input, i.e., for example as shown in Fig. 1, authorizes the vending machine usage, delivery, monitors or dispenses goods and services that can be performed. However, Kolls does not disclose a system for repairing products as recited in the independent claims.

Finally, with regard to independent claim 29, Kolls does not teach or suggest an instruction for selecting a type of packing box corresponding to the product, where a repair request for which has been received, based upon product information and the data stored in the database.

Thus, for at least these reasons, independent claims 1, 3, 5, 8, 10, 12, 13-17, 20, 22-25, 28 and 29 are patentable over Kolls. Further, claims 2, 4, 6, 7, 9, 11, 18, 19, 26, 27, 30 and 31, which variously depend from claims 1, 5, 8, 10, 17, 25, and 29, are also patentable over Kolls for at least the reasons discussed above with respect to the independent claims, as well as for the additional features they recite. Withdrawal of the rejection is thus respectfully requested.

III. Conclusion

In view of the foregoing, it is respectfully submitted that this application is in condition for allowance. Favorable reconsideration and prompt allowance are earnestly solicited.

Should the Examiner believe that anything further would be desirable in order to place this application in even better condition for allowance, the Examiner is invited to contact the undersigned at the telephone number set forth below.

Respectfully submitted,

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Date: August 24, 2006

Attachments:
    Petition for Extension of Time
    Request for Continued Examination

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